

# NIH Help Desk Customer Satisfaction Report

For the Period 1/1/2005 to 3/31/2005

Tickets by Category Summary, Sources, Tickets Closed and Unresolved.

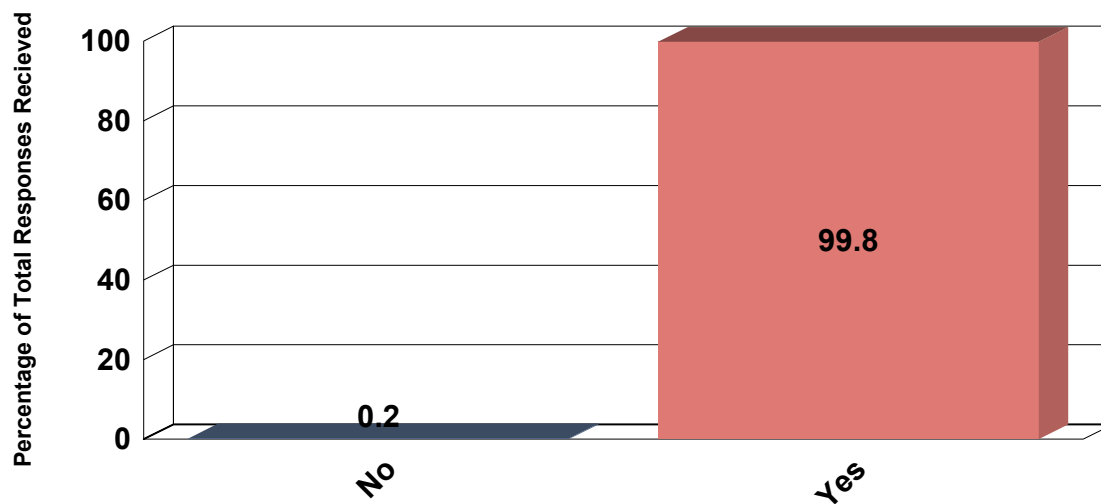
Snapshot Date: 4/4/2005

Number of Surveys Sent During Period: 16,664

Number of Surveys Returned: 959

Rate of Return: 5.70 %

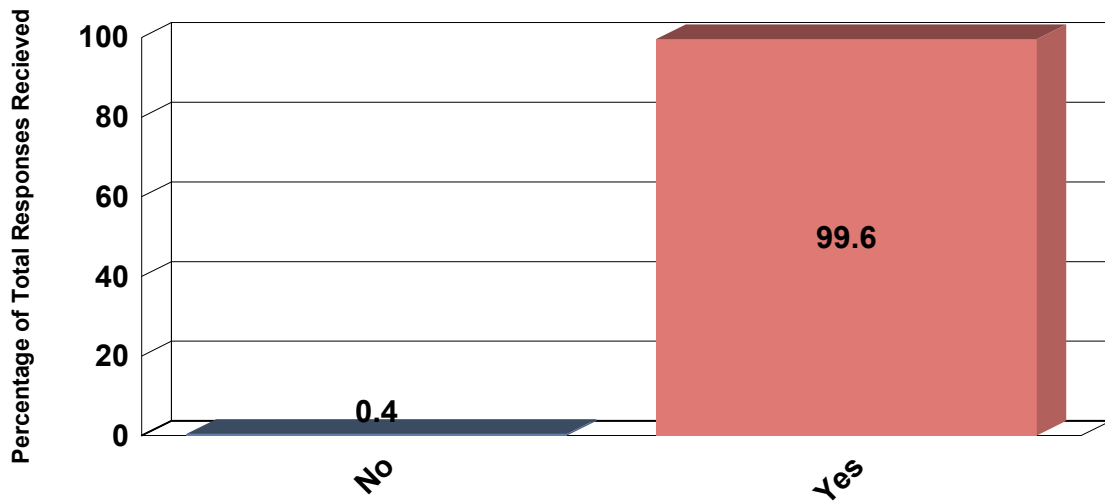
## Were the Consultant(s) Courteous?



Service Ticket Number

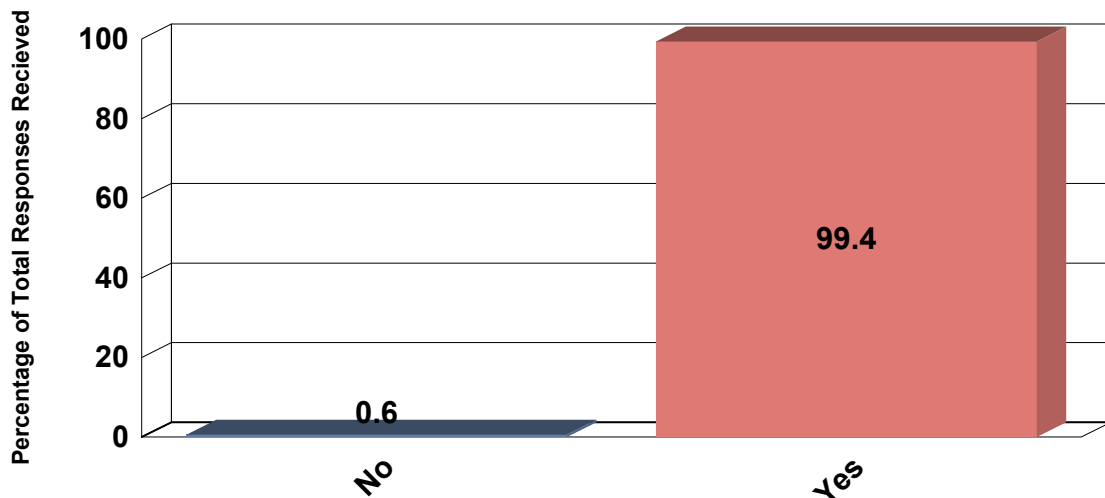
Explanation of Why Consultant(s) Were Not Courteous

## Did the Consultant(s) Understand the Problem/Request?



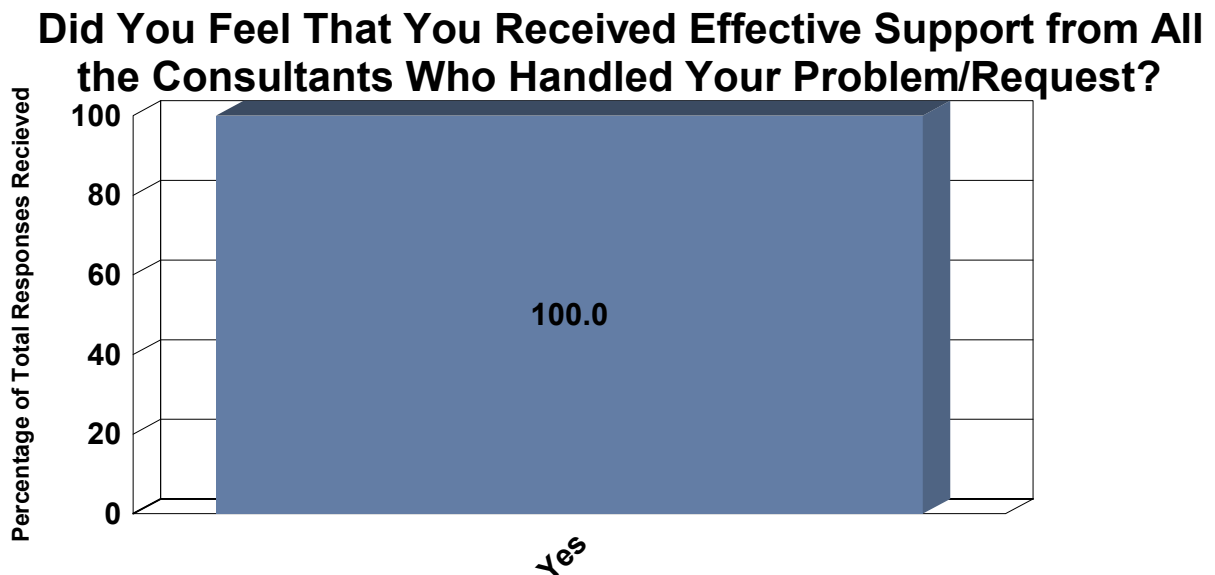
Service Ticket Number	Explanation of Why Consultant Did Not Understand the Problem/Request
ST1450492	This is the 3rd time I've tried to complete this form. Please have someone contact me asap. 301-402-1770.

## Was the Problem/Request Resolved in a Timely Manner?



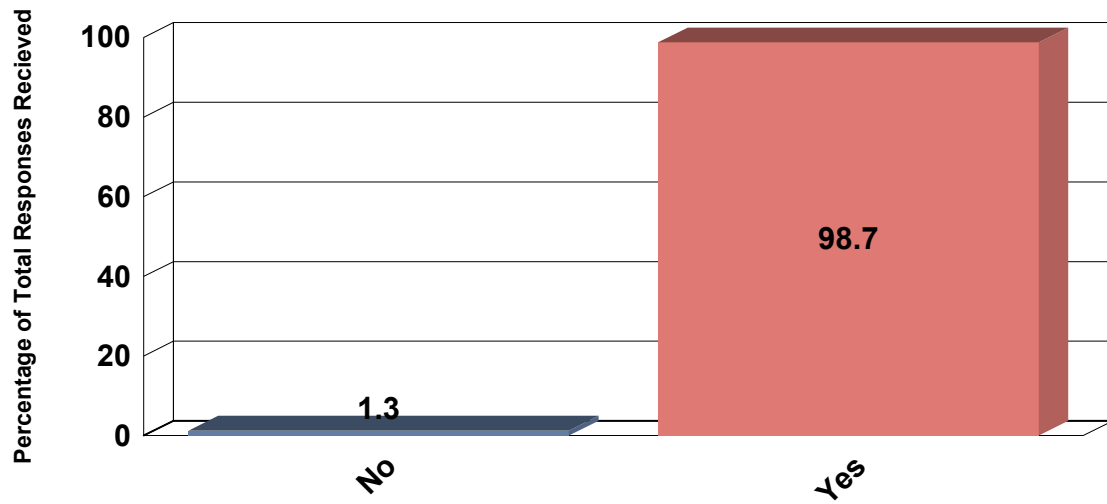
Service Ticket Number	Given the Nature of the Problem/Request, What Would You Expect to be an Acceptable Amount of Time for This Specific Issue?
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ST1424913	No Answer
ST1480795	No Answer
ST1450492	Immediately < 15 minutes Initial request sent at 9:17AM and completed after 10:00AM. Please contact me asap.
ST1451094	No Answer
ST1470167	No Answer
ST1506274	No Answer



Service Ticket Number	Which Consultant(s) Was Not Effective?
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## Was the Problem/Request Resolved to Your Satisfaction?

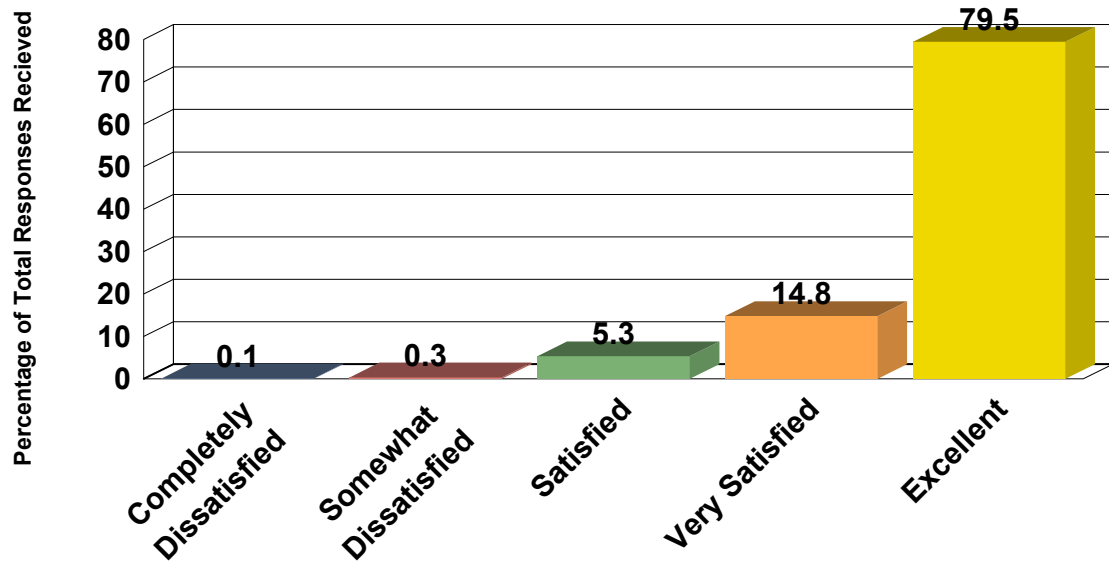


Service Ticket Number

Would You Like to Reopen Your Service Ticket?

ST1383331	No
ST1412721	No
ST1421608	No
ST1450492	No
ST1470167	No
ST1498910	No
ST1396884	No
ST1401986	No
ST1449600	No
ST1474146	No
ST1492723	No
ST1493914	No

## How Would You Rate Your Overall Customer Experience?



Service Ticket Number	Comments/Suggestions
ST1393690	I recieved quick and accurate assistance.  Thanks
ST1395307	none
ST1395351	They did a nice job as usual.
ST1395888	Always make sure when anyone from my office calls in a request, that we are contacted no more than an hour later. We can not afford to be down more than half a day, especially the Imaging Group. Thank you
ST1396643	While deactivating inactive ADB accounts is prudent, the policy of deactivating them after 90 days of inactivity is problematic. Perhaps extending the 90 day time period to 9 months or a year would make more sense. Thanks.
ST1397180	Yes the person whom helped me was great. She took her time and really made sure I was able to instal VPN on my home computer. I thank her so much.
ST1399229	Brian was patient and thoughtful in his effort to help me fix the problem I encountered with excel. Great job!
ST1399830	Mike was outstanding, just like the rest of the Helpdesk, it business au usual
ST1399833	I always get excellent help. Thanks so much.
ST1401521	The Helpdesk service rep was extremely helpful and responsive. I truly appreciated the timliness. The technician came over right away and corrected the problem. Many thanks!
ST1401649	Thank you!
ST1401780	Prompt resolution to my problem - Thank you!!
ST1401837	Excellent response time and content!
ST1402127	Brian was OUTSTANDING
ST1403561	Thank you very much for being available.
ST1404026	Very help indeed, I am pleased that I could get into the secure email to change the password and could not without the excellent help.
ST1404452	I enjoy working with Parrr Cleveland. Her response to help tickets and requests to help the users has been very helpful and has help me get my tasks done in a prompt manner

ST1404474	Thank you.
ST1422288	IF THE PROBLEM HAS BEEN RESOLVED THE CUSTOMER SHOULD BE GIVEN THE CHOICE WHETHER OR NOT TO DO A SURVEY NOT MAKE IT MANDATORY IN ORDER TO SEND CONFIRMATION.
ST1425095	This ticket was handled in the most efficient way possible, timewise, grasp of problem and immediate solution! For future help I would emphasize the importance of immediate responding. I really appreciate it!
ST1425278	Here are the instructions as I understand them from a very nice gentleman named Ray Danner in CIT.  To grant RACF access: Go to <a href="http://silk.nih.gov/">http://silk.nih.gov/</a>
ST1425966	Sean handled my issue like a true professional. I have spoken to him before and as always he solved my issue with a prompt response. Give this guy a raise!!
ST1427444	I've been very pleased with every customer service person assigned to us over recent years. Jay, in particular, has gone out of his way to be helpful and friendly. It's deeply appreciated.
ST1428054	I appreciate the speedy action.
ST1428257	Very nice person on the other end of the phone (Lakessa, I think)!
ST1429159	Great response - thanks.
ST1431823	I always get good service
ST1432698	Mike helped me expedite the Telephone Service Request. Exemplary work. His knowledge helped save time and energy. Thank you.
ST1434067	I didn't catch the name of the fellow who helped me, but I was very impressed. Terrific job.
ST1435617	As always I received very timely and PROFESSIONAL support. The problem was solved right on the spot.
ST1435771	I was very impressed with how quickly she solved the problem. Many thanks!
ST1436368	Kendra even took the time to call me back and let me know it wouldn't go into the system for 24 hours. That was very thoughtful.
ST1436741	Ray has always been extremely helpful with ADB issues. His work is very much appreciated.
ST1453275	Justin White did an excellent job tracking down this problem, finding a solution, and then helping me follow the steps to fix it. He showed a great deal of initiative in making sure that the problem was actually resolved. Excellent work!



ST1456361	I'd like to thank CIT personal for prompt and professional help
ST1456540	Support and guidance to resolve the problem was fantastic!! Thanks a million.....
ST1457080	thanks.
ST1457783	The person I spoke with was very helpful and solved the problem.
ST1459539	The IT gentleman was great. Thanks to him for the help. My problem is that the survey form is too long for us to answer. The IT tech was great. Thanks.
ST1459674	The Technical Support provided was exemplary
ST1463704	Excel has BIG problems when used for inserting text in the Supplies and Services form. I hope it can be fixed because we use this form regularly.
ST1463922	Just continue using friendly, courteous people to serve!
ST1466857	Philip did a great job.
ST1484087	thank you
ST1485641	She was very helpful and knowledgable.
ST1486422	I received outstanding assistance with my e-mail problem
ST1487460	ECARES was down that day and was very erratic.
ST1487831	Joe did an excellent job. I appreciate his prompt attention to my problem with email. thanks
ST1489281	Quick and efficient!
ST1489570	Very well done. Thank you.
ST1490424	Thanks and keep up the GREAT work:-)

ST1490560	The consultant was not able to get to the relevant web page to describe specifically what to do there, so offered another solution. After hanging up the phone, I tried that solution, but it only partially worked. However, It was sufficient to give me an
ST1493468	The person helping did his best to find my lost material and the back up system seemed not to work as it was named and I had been typing on it for 2 1/2 hrs and I found that the back up is for every 10 mins. so much for the "back up system". I must say th
ST1495369	No
ST1406329	Gentlemen was very knowledgeable
ST1406434	Outstanding service
ST1406903	It took the consultant a bit of time to actually help me access the Web Mail last week but once he understood, it was taken care of fairly quickly.
ST1407183	Great tech, courteous and helpful keep up the good work
ST1407762	none
ST1410556	No
ST1410887	Mike responded very quickly, and gave me excellent help. Thank you!
ST1411372	Great work.
ST1415488	Fabulous- that was actually fun. My regards to Joe Gannon and his excellent "computer-side" manner ;-)
ST1415954	Thanks for all your help!
ST1418230	Excellent service as always.
ST1418435	Very useful and effective service advice and action from Ann Thai.
ST1418582	Excellent service...Dan Gaines was prompt and extended exceptional professional courtesy
ST1394121	I have always so far gotten excellent service

ST1397340	Your services are performed in a consistently outstanding manner, with courtesy and a mind-set of helpfulness that permeates your efforts. Thank you very, very much.
ST1399001	Thank you for your very helpful service!
ST1399219	Just Thanks for the help.
ST1401944	The young lady I spoke to was excellent!! Thank you again for all of your help!!:) )
ST1402535	None at this time other than I have received excellent support recently.
ST1402789	these accesses should be added without having to ask for them
ST1403101	Always very helpful when needed
ST1403209	Thank you very much for excellent help !
ST1405082	Pat Cleveland made sure what was needed was in place for this special email account which has confirmed to be working
ST1405773	All IT staff I have come into contact w/ (especially the TerpSys troops have been GREAT!!! Keep up the good work TEAM!!!!!!!! Thanks!
ST1405860	Great service!!!! Great people!!!!!! Outstanding!!!!!!
ST1421544	As always I received outstanding service
ST1421731	great help to me. thank you very much.
ST1422355	Dan Gange was very knowledgeable, patient and helpful. I appreciate it that he was proactive and called me to follow-up. Thank you, Dan.
ST1423665	The service was very quick and complete. Keep up the good work!!!
ST1424253	I will be calling you to set up Outlook in the next 2 weeks.
ST1424476	Continue to provide Excellent service as provided by Ms. Cox!!!  Thank you.
ST1432159	Thanks to Jeff Morris and David Awwad for making this action happen. It was done in a timely manner and with great professionalism. Thanks again.

ST1432769	no not at this time.
ST1433213	The Help Desk was extremely pleasant.
ST1433307	no, thank you
ST1433711	Doing well
ST1434297	Thanks. TJ
ST1434370	excellent job
ST1434578	This is about VideoCast. We got the broadcast back, but the slide quality is awful. Thanks loads.
ST1435068	Thank you for prompt assistance.
st1454399	I always get very timely and accurate help from Ray Danner on my SAS programming problems. Thanks very much!
ST1454574	Give Pilar a raise!!
ST1454913	I am unable to get to the ATV site. Any suggestions?
ST1456561	Superb job
ST1457126	CIT was great today with many problems. Thank you.
ST1457237	Not at the moment.
ST1458452	I received an immediate solution to my problem, and also received future information that I will need. Very timely excellent service
ST1459597	I was walked through step-by-step to the solution to my problem.
ST1462091	Received great help and CIT individual had patience and thought through the options of how to solve the problem.
ST1462529	Patty is terrific!

ST1462979	Besides clearing cookies, my bookmark was also a problem. I deleted it and made a new one which works fine.
ST1463768	The consultant was extremely helpful and courteous and talked me through the necessary processes to correct my problem. Excellent customer service!!!
ST1464601	Kendra was helpful. I still do not have an ID for ADB. Kendra cannot issue that number. My request is still waiting for reactivation. Thanks.
ST1466113	Thanks
ST1466353	He was very patient, helpful and I am grateful to get this accomplished as I work the full weekend and need this service. THANKS A MILLION, Dempsey! Mattie
ST1467367	Excellent response and help was given to my urgent response. Thanks!
ST1468785	No suggestions - excellent service
ST1486226	Thanks for your patience!
ST1488051	Mr.Mike Dorsey was extremely professional and most helpful in diagnosing and correcting the IT problem. Thanks.
ST1488053	I have always had an enjoyable experience whenever I called CIT for assistance.
ST1488293	Not sure I like that link was unsecure.
ST1489969	When you can prevent problems from happening, you will have done the impossible! So far the help is excellent.
ST1492680	I didn't know that "Set as Default Printer" did not show up if it was already set as the default printer, since it printed to a different printer. Rebooting helped. Thank you.
ST1493213	Alex did a nice job of walking me through the default spell check fix and suggesting another defaults related to my query.
ST1493241	I experienced commendable service. Thank you.
ST1493332	Michael Flanagan was very helpful and the problem was resolved in a timely manner. Thanks again.
ST1493426	The consultant was excellent in understanding my question and clarified what had to be done.
ST1494040	I continue to receive excellent assistance from the NIH Help Desk and would rate this organization as one of the best at NIH.

ST1494563	I am glad the cit person actually make other contacts for me instaed of me having to gather additional info from the pager people then relaying it to the cit person. This worked the way I invision a help desk operating. Thanks !
ST1496497	I wanted to especially thank Dan for his help with this. He was patient and helpful on this problem that involved communicating with several networked computers.
ST1496658	Both Morgan Glines and Charles Mokotoff responded immediately to resolve the problem. I now have an effective LINK into NBS and the NIH Portal due to their E-mails and guidance from Morgan via telephone.
ST1385921	Original diagnosis was correct, however, delays ensued as a result of organizational communications. My ticket was sent back to the original help desk agent that eventually resolved my problem. He really did a great job!
ST1405869	fast!!!..whoever helped me was/were fast!
ST1406546	Jaime was most helpful. He assisted me the other day when I called and always maintained a positive attitude even when I got frustrated and didn't know how to explain myself. Kudos to Jaime keep up the good work.  Tina Monk
ST1407687	Always excellent service. Thanks.
ST1408731	My experiences with the helpdesk continue to be a very positive one. Thank you and keep up the good work.
ST1409098	Thank you for all your help and talking with my son whom was able to do what you instructed him to do. Thanks you so much.
ST1409733	The CIT Helpdesk didn't know that the 6.0 version could be downloaded from a website. OD OIT did know and added with the process.
ST1410649	The NIAAA CC appreciates your expedited repsonse to this issue
ST1413176	Thank you for your help and support.
ST1413716	I was very impressed with the timely response to all individual problems I had- by immediately issuing tickets for all 4 while keeping me on the phone. Very efficient and professional.
ST1415761	I appreciated the fact that the individual explained the assignment of the VPN account may take a day or two to process after submission.
ST1416528	good job guys.
ST1417226	Could not have been better!
ST1417707	This survey is an excellent idea.

ST1417805	My only comment is that customer service and assistance I received was superlative in all respects.
ST1418416	Thanks for the quick service. I really appreciate it!!!!
ST1418790	They are so fast, my God never seen that kind of service in the government ever.
ST1418955	I want to acknowledge the work of Dan Gange who recently helped me through a computer issue. Dan was courteous, patient, and helpful. I especially appreciated his follow-through. He also listened to my questions. Mr. Gange is a wonderful asset to the NIH.
ST1419146	Kudos to John. He made my early morning headache -- go away quickly, nicely, and effectively.  When it is time to give him a raise -- make it HUGE.  Kudos to the team -- and thanks again for the fantastic service.
ST1420495	Very excellent support as usual.
ST1438010	We need more people like Philip Davis, he was very courteous and patient. His service was excellent.
ST1438376	I'm sure I've been helped before by Shaun and each experience has been pleasurable and resolved immediately perfectly! Thanks, Shaun! Cathy
ST1438769	Mr. Justin White was exceptionally professional and knowledgeable of the IT issue requiring resolution. Thank you.
ST1438876	I always get good and courteous service from the help desk. Thank you.
ST1438926	I want to thank Mike for all of his wonderful help on Friday, February 4th. He was very patient and understanding as well as knowledgeable. Mike was there every step of the way. Again Many thanks to You Mike!
ST1439895	The consultant was very efficient and knowledgeable of the question posed at the time. She did answer my question in a timely manner. Thank you.
ST1442629	If the problem continues, I'll call next week. Otherwise, this took care of the problem. Thank you, Christine
ST1442894	the young lady who helped me was professional, courteous, informed, and possessed a kind mannerism.
ST1443312	Extremely good service! Thanks for getting our printer back on-line so quickly!
ST1444731	I like this idea of troubleshooting; I do not care to have tickets issued and having to wait for someone to show up at your desk, when things could be expedited/resolved with a phone call.

ST1445018	I always get excellent service. Thank you.
ST1449924	No, nothing additional, except to say again people at help desk were courteous and resolved the problem in a timely manner.
ST1452652	We are fortunate to have such excellent tech support at the NIH!
ST1469546	The person who assisted me (Daryl) was very helpful.
ST1470093	Todd was extremely helpful, patient, and courteous. My experience with him could not have been better. He was very thorough and went to different sources to obtain the answer to my request.
ST1470234	The initial person I spoke to did not understand the problem and indicated that I was not explaining it in an appropriate manner. However it was a global issue rather than a number of individual ones.
ST1473317	Assistance was very friendly and competent.
ST1473422	I veen got a promised call back. Thanks you, very professional as always.
ST1473516	Great service! My server is now up and running.
ST1474639	Without the Help Desk, I would be lost. Thank You Ladies and Gentlemen for doing such a wonderful job.!!
ST1474750	thanks for all the help.
ST1475496	it was the first time he was helping me out, and he was incredibly sweet. thank you.
ST1476490	The technician followed up the email response with a phone call and walked me through correcting my GAL entries. Nice touch!
ST1479793	Can't remember the gentlemen's name. But he was very courteous and extremely patient while assisting me. My only suggestion is to keep up the good work.
ST1479889	The technician was extremely courteous and was able to resolve the problem expeditiously. Thank you.
ST1480784	Quick response to my request and quick resolution. Much appreciated!!
ST1481629	Phil Davis was most helpful. He stayed with the problem until he solved it.



ST1481763	Steve Lindstrom was TREMENDOUS! He followed up diligently, leaving several messages while I was out of teh office. Once I got him, he effectively diagnosed the problem and did so by explaining things to me lucidly and with extreme courtesy. He offered me
ST1482878	Great Job and thanks.
ST1498270	the web link in the email address was broken in half:  <a href="http://ithelpdesk.nih.gov/emailNotifications/closureNotification.asp?ticketid=ST1498270">http://ithelpdesk.nih.gov/emailNotifications/closureNotification.asp?ticketid=ST1498270</a>
ST1498647	none
ST1499368	Very helpful and friendly...Thanks!
ST1503115	Thanks for your help. From Susan Goodman
ST1503943	very friendly, polite and efficient!!
ST1504190	thanks for all the help guys..... good job.:)
ST1505139	I always get excellent and courteous service. I never have any complaints. You people are very very good. Thank you.
ST1505453	I want to thank the young lady for walking me thru the problem this morning. She did an excellent job. Thanks again. Evelyn Lyons
ST1507696	THANK YOU!!!
ST1508880	Both Julius Diggs and the CIT Technician were extemely patient and resolved the problem of my E-mail address being reflected as the official NIH address vs. the old Willco Building address which was cumbersome for people to input and which should not be u
ST1508881	The Helpdesk technician called and answered my question in less than 5 minutes! That was terrific! Thanks!
ST1509676	No suggestions.....
ST1509712	Mr. Diaz was very thorough resolving my problem. He called and left a voicemail as well as an email. This is the type of service everyone at CIT should provide.
ST1510049	no
ST1510809	The CIT consultant was extremely friendly and helpful. The service was very much appreciated.

ST1511765	I felt that I was understood and that my problem was resolved quickly and professionally. Thanks
ST1420138	Phil was very knowledgeable in installing and setting up the VPN!
ST1420797	Phil was Great!!! I'm not very computer savy, but he made the move of my email to VPN quick, easy, and not at all painful. You've got a great guy there. I hope all of your people are as good!! Cheers, Adrienne Kitts
ST1437034	The person who helped me was very patient, walked me through resolving the problem. I really appreciate his help.
ST1437490	the person who solved my problem was the epitome of patience, grace and professionalism -- i am most grateful.
ST1437534	I get very excellent help whenever I call the help desk. Thank you.
ST1438813	great over the phone help
ST1440035	He showed wonderful patience in getting the correct info to me--about a difficult problem in MS Outlook. This resolved an issue that has been bugging a number of us for some time. THANKS
ST1441825	I would like EXCEL courses to be taught through CIT.
ST1442650	Andy Anderson was very helpful, patient and quickly helped me resolve my problem. I appreciated his efforts.
ST1442970	I see no way this request could in any way be improved. My compliments to you & the gentleman I spoke to on a job well done.  Please pass this on to him: Well Done.
ST1444897	good job. thanks
ST1444936	Thanks for the service,  It was resolved almost as I requested.
ST1446389	help desk technician contacted we within 5-10 minutes after I submitted the request and was skillful understanding and very polite - excellent job
ST1450988	Good job. thank you.
ST1451445	I didn't get his name, but the tech who helped me was very knowledgeable and understood my problem immediately. He walked me through the steps to fix it. Great job!!! Thank you, julia
ST1451999	AS ALWAYS GREAT AND VERY PROMPT SERVICE. THANKS FOR YOUR SUPPORT

ST1469613	Thank you
ST1470537	Very helpful - thanks
ST1470649	Consultant was very knowledgeable and helpful -- please pass along my thanks.
ST1470853	Excellent service from Ms. Jackson, I was very satisfied. Outstanding Customer Service
ST1471222	Great service.
ST1471294	Great response -- he patiently walked me through the possibilities. And then gave me advice about what to do when all else fails. Can't ask for anything more than that!!
ST1471460	It was a simple problem, but was still handled excellently. Thanks.
ST1473355	
ST1474140	Just wanted to say that Jeff Wilkerson was remarkably helpful and knowledgeable, and service was very quick for this request. It isn't always this way, so it's much appreciated today -- thanks!
ST1475261	The issue with the ISDN lines was not resolved today, but I understand why. The analog/voice line is up and running. This will be satisfactory for the Monday teleconference with Italy.
ST1476232	Yes, he was EXCELLENT. I was most pleased with his patience, time on the problem and professional manner. (Sanuk). I do hope that NIH/ CIT will work to get zone alarm compatibility since it is a good security feature for home computers. thx and have a go
ST1477773	Although you were able to help me resolve the issue fairly quickly, I'd say that the response time could still use a little speeding up. I wrote my email on Monday at 2 p.m., and it wasn't fixed till Wednesday. While that's pretty good, it could still be
ST1478005	The Help Desk representative was extremely helpful and fully answered my questions.
ST1478351	The Help Desk consultant was courteous and was able to solve my problem quickly. Thanks.
ST1480430	Wish I had the same help when my hard drive needing fixing ( during that time it would have helped to have updates on the status of when the hard drive was going to be fixed).
ST1480693	Thanks
ST1482283	Problem was resolved within minutes of submission. Handled over the phone by a very patient, courteous and capable staff member

ST1498566	Was very knowledgeable of the problem at hand.
ST1500389	I appreciated the professional support.
ST1501339	Great help!
ST1502392	I had to reset my password in DataTown and the technician knew exactly what I needed to do. Thanks again.
ST1504377	*****
ST1504581	I appreciate the assistance over the phone to walk me through the on-line correction of this error.
ST1504582	very prompt response from NIH Help desk. Problem resolved!!
ST1504651	Received the usual fast, courteous service.
ST1505433	Sean was patient and helpful. He understood my problem and waited for me to be sure I was clear on what I needed to do. I successfully changed my password and synched them! Thanx Sean.
ST1505655	Thank you for the great and timely service
ST1505877	I would like for you to acknowledge Daniel because of the excellent customer services that he exemplified. He was extremely courteous, pleasant, helpful and professional. Thank you.
ST1507291	I got my question resolved quickly.
ST1507437	Keep Up The Great Support!
ST1507481	Once Again - Great Support!
ST1507608	I appreciate the answer that I received to my question. Thank you for your help.
ST1509089	Thanks, John!
ST1509364	The person who helped me was very pleasant and helpful. Keep up the good work!
ST1509774	Problem solved. I am able to operate remotely.

ST1510292	Very courteous consultant. Keep up the good work!
ST1510419	No, this service was perfect. Thanks!
ST1510589	I was happy to see that they contacted me even though it was after 5 pm.
ST1511104	I am very happy with CIT's support - professional, courteous and in general outstanding staff.
ST1511141	Excellent job in guiding me in fixing the problem.
ST1511423	The high level of assistance I have received EVERY time I have contacted the helpdesk is greatly appreciated, especially considering the constant state of change we are going through with new systems, etc. Thanks all!
ST1512412	Excellent help is provided by the help desk. thank you very much